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Enriching Lives Through Effective And Caring Service



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Cynthia D. Banks
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November 16, 2015

Dear Interested Proposer:

REQUEST FOR PROPOSALS FOR CONSULTANT FOR WORKFORCE INNOVATION AND OPPORTUNITY ACT TITLE I INTEGRATED SERVICES PROGRAMS

The County of Los Angeles Community and Senior Services (CSS) is issuing this Request for Proposals (RFP) to interested Proposers for a consultant in the implementation of the Workforce Innovation and Opportunity Act (WIOA) Title I Integrated Services Programs.

The consultant will provide technical expertise to CSS in the Department's effort to implement the redesigned workforce delivery system based on the Integrated Services (IS) model under the recent federal passage of WIOA. The consultant will be responsible for leading the deployment of the new WIOA workforce service delivery model into the existing Los Angeles County workforce delivery system and spearheading collaborative efforts with CSS, its network of WIOA contractors, and other stakeholder groups required in necessitating this change initiative.

The RFP package will be available for download from the internet by either accessing the "Business Opportunities with CSS" link on the CSS website at <http://css.lacounty.gov/> or the County of Los Angeles' website at <http://camisvr.co.la.ca.us/lacobids> and selecting "View Open Bids" and then "List by Department."

A Proposer's Conference will be held on Tuesday, November 24, 2015 from 10:00 a.m. – 12:00 p.m. (Pacific Standard Time) at CSS Headquarters, 3175 West 6th Street, Room 301, Los Angeles, CA 90020. The Proposer's Conference is not mandatory, but potential Proposers are encouraged to attend.

Firms and individuals that meet the minimum mandatory qualifications identified in Paragraph 3.0, Proposer's Minimum Mandatory Qualifications, of the RFP are invited to submit a proposal. **Proposals are due no later than 12:00 p.m. (PST) on Thursday, January 7, 2016.** Proposals received after the scheduled deadline will not be accepted and shall be returned to the sender unopened.

Very truly yours,



CAROL DOMINGO
Program Manager
Contracts Management Division



COUNTY OF LOS ANGELES COMMUNITY AND SENIOR SERVICES REQUEST FOR PROPOSALS

CONSULTANT FOR IMPLEMENTATION OF WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) TITLE I INTEGRATED SERVICES PROGRAMS

RFP NO.: WIOA-CONSULT-01

NOVEMBER 16, 2015

PREPARED BY:
COUNTY OF LOS ANGELES
COMMUNITY AND SENIOR SERVICES
3175 WEST 6TH STREET
LOS ANGELES, CA 90020

AVAILABLE ON THE INTERNET AT:
[HTTP://CSS.LACOUNTY.GOV](http://css.lacounty.gov)
"BUSINESS OPPORTUNITIES WITH CSS"

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- A Statement of Work**
- B Statement of Work Exhibits:** Explains in detail the required services to be performed by the Contract, which include Exhibits 1-2 to the Statement of Work.
- C Sample Contract:** Identifies the terms and conditions in the Contract.
- D Required Forms:** Forms that must be completed and included in the proposal (Exhibits 1-23).
- E RFP Transmittal Form to Request a Solicitation Requirements Review:** Transmittal sent to Department requesting a Solicitation Requirements Review.
- F County of Los Angeles Policy on Doing Business With Small Business:** County Policy
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(if applicable)**
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1.0 INTRODUCTION

1.1 Purpose

The County of Los Angeles, by and through Los Angeles County Community and Senior Services (CSS or Department), is issuing this Request for Proposals (RFP) to solicit an individual or firm to provide consulting services to the Department. The consultant shall provide technical expertise and hands-on guidance on the Department's plan to implement the local area approved redesigned Los Angeles County workforce system based on the Integrated Services (IS) model, as further described in Paragraph 1.2, Background, of this RFP, under the recent passage of the federal Workforce Innovation and Opportunity Act (WIOA) of 2014.

With a proposed 2016 target implementation, the consultant shall be responsible for leading the deployment of the new WIOA workforce service model (IS model) into the existing Los Angeles County workforce system and spearheading collaborative efforts with Department executives, project management teams, CSS' network of WIOA contractors, and other stakeholder groups required to necessitate this change initiative.

1.2 Background

1.2.1 Los Angeles County Workforce System – A Redesigned System

CSS administers an array of Federal, State, and County programs to the residents of Los Angeles County. Among the Federal programs that CSS administers is WIOA Title I Programs, which provides employment and training services to Adult and Dislocated Workers (ADW), Youth, Veterans, as well as Rapid Response (RR) services to employers and their employees affected by downsizings or layoffs.

1.2.1.1 WIOA

A key objective of WIOA is to embody an innovative system that focuses on the employer and labor market in order to better address the challenge of connecting job seekers to career pathways in high demand occupations and industry sectors while streamlining workforce operations.

1.2.1.2 AJCCs and Affiliates

Under WIOA, Public Law 113-128, the County's prospective WIOA service providers would operate either as an American Job Centers of California (AJCC) (also known as a WorkSource center or a "one-stop" career center) or as an Affiliate in conjunction with an AJCC as part of the redesigned Los Angeles County workforce system.

Within the AJCCs, mandated partner presence would mean requiring co-location of State Employment Development Department (EDD) Wagner-Peyser Employment Services (as further described in Subparagraph 1.2.2, The Integrated Services (IS) Model, of this RFP), adding the Temporary Assistance to Needy Families (TANF), and additional sector-based partners into the AJCCs in order to increase accessibility to Program Participants. In comparison, an Affiliate would offer a more limited set of employment and training activities and would not be required to have separate agreements or memoranda of understanding, partner presence, or partner funding in place with required partners.

AJCCs and/or Affiliates would provide all Program Participants access to Career Services (formerly, Core and Intensive Services), Training Services, Job Placement, Supportive Services, post follow-up services, and information workshops with no "sequence of services" requirement. This allows Program Participants to have multiple access points to a unified system of services through the use of information technology (CalJobs/Virtual One-Stop at Federal, State, or local employment, education, and training systems) through the County's workforce system, as defined in WIOA Title I, Section 121(e) and Section 134.

1.2.1.3 Career Paths in High-Growth Industry Sectors

WIOA Program Services offered through the AJCCs and Affiliates would provide comprehensive workforce services and outcome driven performance with an emphasis on training and unsubsidized employment activities in in-demand occupations with career paths

in high-growth sectors that support a Program Participant's Individual Employment Plan.

This career-driven and industry sector-focused strategy in obtaining employment is a key component of WIOA. Industry and sector partnerships are encouraged under WIOA to identify the local workforce needs of the area. Such high-growth industry sectors include and follow Workforce Development Board (WDB) (formerly known as the Workforce Investment Board, or WIB) policies and County Directives regarding the prioritization of:

- Healthcare
- Construction
- Hospitality and Tourism
- Energy and Green Jobs
- Biomedicine and Biotechnology
- Transportation and Logistics
- Manufacturing

1.2.1.4 Strategic Planning/Standard Performance Measurement

At the State level, WIOA establishes unified strategic planning across "core" programs, which include Title I ADW, and Youth programs; Adult Education and Literacy programs; Wagner-Peyser Employment Services; and Title I of the Rehabilitation Act programs. WIOA applies a single set of performance outcome measurement to the federal workforce programs funded under WIOA. This streamlining, or standardizing, of performance measurement in evaluating service effectiveness aims to foster data continuity and overall efficiency.

1.2.1.5 Other General Key Changes

Additionally, below are some other general key changes under WIOA:

- Emphasize the availability of business services and the effectiveness of services to employers.
- Emphasize coordination of and capacity-building for the Adult, Dislocated Worker, and Youth Program staff.

- Add basic skills deficiency as a priority category for Adult services.
- Focus Youth program services to out-of-school youth, and increase eligibility age for out-of-school youth services from 18-21 to 18-24.
- Strengthen services for unemployment insurance claimants.
- Increase access for high-quality workforce services to individuals with disabilities to prepare them for competitive integrated employment.
- Enable youth with disabilities to receive extensive pre-employment transition services to obtain and retain competitive integrated employment.

1.2.2 The Integrated Services (IS) Model

1.2.2.1 Co-location and Mandated Partnerships

The IS model overhauls and improves the current workforce system by integrating WIOA with mandated partners such as TANF, co-locating EDD Wagner-Peyser, and additional sector-based partners into the AJCC service system. The integration of these key partners into the AJCCs increases accessibility of program services to job seekers, supporting one of the reforms to WIOA.

These mandated partnerships shall be in accordance with the County's WDB requirement that partnerships are sector-focused to increase the capacity of career technical education and access to career pathway programs in high demand industries and occupations. The new law places greater emphasis on AJCCs achieving results for jobseekers, workers, and businesses.

1.2.2.2 Marketing

Each AJCC will operate a comprehensive "one-stop" service location that provides access to physical services of the core programs and other required partners. These core programs include Title I Adult, Dislocated Worker, and Youth programs; Adult Education and Literacy programs; Wagner-Peyser Employment Services; and Title I of the Rehabilitation Act programs.

Integration of EDD and mandated partners' staff and operations in the various AJCCs will require that the new workforce system utilize marketing efforts to create uniform branding among all of the AJCCs for easy name recognition and consistency in the provision of services to better serve and outreach to Program Participants.

1.2.2.3 Business Services

The IS model now includes County Business Services, which serves to understand the local job market and connect job seekers with employers in the effort to promote viable careers in occupations in high-demand industries for Program Participants. The recent creation of CSS' Business and Professional Services Division is integral to this component to the workforce system.

1.2.3 **Prospective WIOA Service Providers Solicitation**

CSS is currently developing a formal RFP solicitation to secure new WIOA service providers to operate as an AJCC or Affiliate to provide redesigned WIOA Program Services for the County. Currently, CSS contracts with nine (9) WorkSource Centers (otherwise known as AJCCs) and four (4) Affiliate offices; together they provide job search and training services to be \$10,800,000. It is the Department's intent to release the solicitation in 2016 to all prospective WIOA service provider proposers and award new contracts to qualified proposers, with the intent to commence services under the new workforce structure in Fiscal Year 2016.

Upon award of the new WIOA service provider agreements, the consultant procured through this RFP shall work with the County to transition these new service providers into the IS system. This shall **not** be interpreted to mean that the consultant shall commence services only after upon the award of contracts to the WIOA service providers. As further detailed herein, the consultant will be expected to provide services prior to and after commencement of any WIOA service provider agreements.

1.3 **Role of Prospective WIOA Consultant**

Based on the WIB 2012 endorsement of WIA redesign guiding principles and their approval of nine major tenets of WIA redesign, CSS seeks a

consultant that will provide technical assistance and hands-on guidance towards the Department's plan to implement the local area approved redesigned Los Angeles County workforce system based on the IS model. The Proposer shall be responsible for leading the deployment of the AJCCs and Affiliates into the new workforce system and spearheading collaborative efforts with Department executives, project management teams, and other stakeholder groups required to implement the WIOA Title I Programs into the IS model in Los Angeles County.

These efforts collectively include spearheading a variety of tasks identified briefly below and further described in Paragraph 2.1, Statement of Work, of this RFP and Paragraph 10.0, Specific Work Requirements of Appendix A, Statement of Work, of this RFP:

- Develop data-driven programmatic measurement and monitoring;
- Build internal capacity of CSS and EDD staff and WIOA service provider staff;
- Strategize for IS implementation planning;
- Implement the IS model;
- Evaluate the implemented IS model;
- Develop Training Manual of Standard Operating Procedures;
- Professionalize WIOA service provider staff; and
- Market the new workforce services system.

With the overhaul of the County's workforce system, the prospective WIOA consultant to be procured through this RFP shall have the unique and pivotal role of introducing a new way of doing business for the County.

The individual or firm must possess extensive, in-depth knowledge of all Federal WIOA Title I Programs, including ADW, Youth, Veterans, and RR Programs and possess a firm understanding of the new IS model that revamps the current workforce system for a proposed 2016 target implementation. The Proposer's leadership, collaborative abilities, and innovative approaches, in concert with the County, will be critical in leading the successful execution of the Department's initiative, thus, fulfilling the federal mandate of integrating mandated partners (e.g., TANF, EDD, and sector-based partners) into the AJCC service system while seamlessly transitioning new WIOA service providers into the County's new redesigned services system.

2.0 PURPOSE/AGREEMENT FOR WIOA CONSULTING SERVICES

2.1 Statement of Work

2.1.1 **Overview:** The following is an overview of the Tasks required of the successful Proposer.

2.1.1.1 **Technical Assistance and Support:** Provide support to the County in connection to the program implementation process such as developing and offering trainings and consultation, as necessary, and coordinate other efforts towards the implementation of the WIOA Title I IS Programs as specified in Appendix A, Statement of Work, Paragraph 10.1.1.1.

2.1.1.2 **Response to Requests and Inquiries:** Respond to WIOA program staff regarding any request from County for information or documents related to WIOA programs within 24 hours as specified in Appendix A, Statement of Work, Paragraph 10.1.1.2.

2.1.1.3 **IS Implementation:** Ensure all subtasks listed in Appendix A, Statement of Work, Paragraphs 10.1.1.3.1 through 10.1.1.3.10 are delivered to achieve full implementation of the WIOA IS model:

- Develop Data-Driven Programmatic Measuring and Monitoring Structure;
- Policy Review and Revision to Reflect IS Environment;
- Internal Capacity Building of County and EDD Staff and WIOA Service Provider Staff;
- Ramp Up/Implementation Planning;
- External Capacity Building with Successful WIOA Service Providers and EDD;
- Implementation of IS Model;
- Professionalization of WIOA Service Providers' Staff;

- IS Model Implementation Evaluation and Recommendations;
- Marketing Plan for WIOA Service Providers.

2.1.2 **Authority:** On July 22, 2014, President Barack Obama signed the WIOA into law, Public Law 113-128. The new WIOA took effect on July 1, 2015. Pursuant to WIOA, County has established and maintains the Los Angeles County WDB to provide policy guidance and oversight with respect to activities under a job training plan for the County of Los Angeles, in partnership with the Los Angeles County Board of Supervisors (Board of Supervisors).

2.1.3 **Funding Availability:** The available funding shall be allocated to one successful Proposer based on funding availability and upon approval by the Board of Supervisors. County estimates that the maximum funding amount will be approximately **\$400,000 per year** for the three (3) year term of the anticipated Contract. The Contract shall begin with Program Year (PY) 2016 through PY 2018, with two (2) optional one-year renewals.

2.1.3.1 Funding for this Program is contingent upon the availability of Federal, State and local funds, and the selected Contract may be recommended for additional or reduced funding from the amount proposed. It is the intent of County to effectuate the submitted proposal through a Contract should the proposal be recommended for funding. County may negotiate a modification to the Contract that is awarded after the proposal has been selected to ensure that all necessary Program requirements are met. Upon modification by County of the precise funding award levels, Proposer may opt not to enter into a Contract with County if it is believed that the objectives of the proposed program cannot be met with the modified funding amount.

2.1.3.2 **Program Goals and Funding Requested by Proposer:** The successful Proposer shall be required to deliver each of the Service requirements described in Appendix C, Sample Contract, Exhibit A, Statement of Work, and Exhibit W, Performance Requirements Summary (PRS) Chart, as well as in Appendix A, Statement of Work. Services that do not meet the standards listed shall not be funded. For the purposes of this RFP, Proposers are required to establish a Maximum Operational Cost to perform the Services defined in Appendix A, Statement of

Work, Paragraph 10.0 - Specific Work Requirements.

If Proposer is awarded a Contract, County shall utilize the Maximum Operational Cost provided in the Proposer's proposal to establish the Contract's Maximum Contract Sum upon which all payments shall be based.

2.2 Sample Agreement: Standard County Terms and Conditions

Proposer shall be expected to implement the Sample Contract as contained in Appendix C of this RFP.

2.2.1 Anticipated Contract Term

The initial Contract term is anticipated to be for a period of three (3) years with two (2) optional one-year renewals. The Contract is anticipated to commence on April 1, 2016, and expire on March 31, 2019, following Board of Supervisors' award.

2.2.2 Contract Rates

Contractor's Maximum Operational Cost to perform the Services defined in Appendix A, Statement of Work, Paragraph 10.0 - Specific Work Requirements shall remain firm and fixed for the term of the Contract.

2.2.3 Days of Operation

Contractor shall be required to provide Services a minimum of five (5) days per week. Contractor is not required to provide Services on County-recognized holidays. County's Project Director shall provide a list of County holidays to Contractor at the time the Contract is approved, and annually, at the beginning of the calendar year.

2.2.4 Indemnification and Insurance

Contractor shall be required to comply with the indemnification provisions contained in Appendix C, Sample Contract, Sub-paragraph 8.23. The Contractor shall procure, maintain, and provide to County proof of insurance coverage prior to commencement of contract for all the programs of insurance along with associated amounts specified in the Appendix C, Sample Contract, Sub-paragraphs 8.24 and 8.25.

2.2.5 SPARTA Program

A County program, known as 'SPARTA' (Service Providers, Artisan and Tradesman Activities) may be able to assist potential Contractors in obtaining affordable liability insurance. The SPARTA Program is administered by the County's insurance broker, Merriwether & Williams. For additional information, Proposers may call Merriwether & Williams toll free at (800) 420-0555 or can access their website directly at www.2sparta.com.

3.0 PROPOSER'S MINIMUM MANDATORY QUALIFICATIONS

Interested and qualified Proposers that can demonstrate their ability to successfully provide the required Services outlined in Appendix A, Statement of Work, of this RFP are invited to submit a proposal, provided they meet the following requirements:

3.1 Proposer's Staff

- 3.1.1 Proposer shall have a Project Manager with a minimum of 24 months' experience within the past five years managing social or community services.
- 3.1.2 Proposer's Project Manager shall have a Bachelor's degree from an accredited college or university. Acceptable documentation of Project Manager's qualifications includes copies of diploma or transcripts.

3.2 Organizational Experience and Capacity

Proposer must provide satisfactory evidence that it has organizational experience and capacity in the following areas:

- 3.2.1 Proposer's organization shall have at least 36 months of experience within the past five years working with WIA programs, including WIA ADW, Youth, and RR.
- 3.2.2 Proposer shall have experience in designing at least two (2) integrated workforce service models across the nation within the past five years. These shall include experience in program design/integrated redesign, program implementation, and preparation of policy/procedures.
- 3.2.3 Proposer shall have extensive knowledge of WIOA mandated requirements.

3.2.4 Proposer shall have at least 36 months or more of experience within the past five years in building strategic partnerships with WIA stakeholders and identified WIA partners.

3.2.5 Proposer or any of its principals shall not have been debarred from participation in government contracting at any level (Federal, State, or County).

3.3 Compliance with Required RFP Format

Proposer shall comply with the RFP format and requirements set forth in Paragraph 7.7, Preparation of the Proposal, of this RFP when submitting its proposal.

4.0 COUNTY'S RIGHTS AND RESPONSIBILITIES

County is not responsible for representations made by any of its officers or employees prior to the execution of the Contract unless such understanding or representation is included in the Contract.

4.1 Final Contract Award by the Board of Supervisors

Notwithstanding a recommendation of a Department, agency, individual, or other, the Board of Supervisors retains the right to exercise its judgment concerning the selection of a proposal and the terms of any resultant agreement, and to determine which proposal best serves the interests of County. The Board is the ultimate decision making body and makes the final determinations necessary to arrive at a decision to award, or not award, a contract.

4.2 County Option to Reject Proposals

Proposers are hereby advised that this RFP is an informal solicitation for proposals only, and is not intended, and is not to be construed as, an offer to enter into a contract or as a promise to engage in any formal competitive bidding or negotiations pursuant to any statute, ordinance, rule, or regulation. County may, at its sole discretion, reject any or all proposals submitted in response to this RFP or may, in its sole discretion, reject all proposals and cancel the RFP in its entirety. County shall not be liable for any costs incurred by the Proposer in connection with the preparation and submission of any proposal. County reserves the right to waive inconsequential disparities in a submitted proposal.

4.3 County's Right to Amend Request for Proposals

County has the right to amend the RFP by written addendum. County is responsible only for that which is expressly stated in the solicitation document and any authorized written addenda thereto. Such addendum shall be made available on CSS' website listed below. It is recommended that all Proposers check the website periodically for information pertaining to this solicitation and for any posted addenda:

<http://css.lacounty.gov/>

"Business Opportunities with CSS"

Should such addendum require additional information not previously requested, failure to address the requirements of such addendum may result in the proposal being found non-responsive and not being considered, as determined in the sole discretion of County. County is not responsible for and shall not be bound by any representations otherwise made by any individual acting or purporting to act on its behalf.

4.4 Background and Security Investigations

Background and security investigations of Contractor's staff may be required at the discretion of County as a condition of beginning and continuing work under any resulting Contract. The cost of background checks is the responsibility of Contractor.

4.5 County's Quality Assurance Plan

Should a contract be awarded, County or its agent shall evaluate the Contractor's performance under the Contract on a periodic basis. Such evaluation shall include assessing Contractor's compliance with all terms in the Contract and performance standards identified in Appendix A, Statement of Work. Contractor's deficiencies which County determines are severe or continuing and that may jeopardize performance of the Contract shall be reported to County's Board of Supervisors. The report shall include improvement/corrective action measures taken by County and Contractor. If improvement does not occur consistent with the corrective action measures, County may terminate the Contract in whole or in part, or impose other penalties as specified in the Contract.

5.0 PROPOSER'S REQUIREMENTS AND CERTIFICATIONS

5.1 Notice to Proposers Concerning the Public Records Act

5.1.1 Responses to this solicitation shall become the exclusive property of County. Absent extraordinary circumstances, the recommended

Proposer's proposal shall become a matter of public record when (1) Contract negotiations are complete; (2) (Department) receives a letter from the recommended Proposer's authorized officer that the negotiated Contract is the firm offer of the recommended Proposer; and (3) (Department) releases a copy of the recommended Proposer's proposal in response to a Notice of Intent to Request a Proposed Contractor Selection Review under Board Policy No. 5.055.

Notwithstanding the above, absent extraordinary circumstances, all proposals shall become a matter of public record when the Department's proposer recommendation appears on the Board agenda.

Exceptions to disclosure are those parts or portions of all proposals that are justifiably defined as business or trade secrets, and plainly marked by the Proposer as "Trade Secret," "Confidential," or "Proprietary."

5.1.2 County shall not, in any way, be liable or responsible for the disclosure of any such record or any parts thereof, if disclosure is required or permitted under the California Public Records Act or otherwise by law. A blanket statement of confidentiality or the marking of each page of the proposal as confidential shall not be deemed sufficient notice of exception. Proposers must specifically label only those provisions of their respective proposal which are "Trade Secrets," "Confidential," or "Proprietary" in nature.

5.1.3 In the event County is required to defend an action on a Public Records Act request for any of the aforementioned documents, information, books, records, and/or contents of a proposal marked "confidential," "trade secrets," or "proprietary," Proposer agrees to defend and indemnify County from all costs and expenses, including reasonable attorneys' fees, incurred in connection with any action, proceedings, or liability arising in connection with the Public Records Act request.

5.2 Contact with County Personnel

All contact regarding this RFP or any matter relating thereto must be in writing and may be mailed or e-mailed as follows:

Helen Kim, Administrative Services Manager II
County of Los Angeles
Community and Senior Services
Contracts Management Division

3175 West 6th Street, Room 403
Los Angeles, CA 90020-1708
wioaisdrfp@css.lacounty.gov

If it is discovered that Proposer contacted and received information from any County personnel, other than the person specified above, regarding this solicitation, County, in its sole determination, may disqualify Proposer's proposal from further consideration.

5.3 Mandatory Requirement to Register on County's WebVen

Prior to a Contract award, each potential Contractor must register in the County's WebVen. The WebVen contains the Vendor's business profile and identifies the goods/services the business provides. Registration can be accomplished online via the Internet by accessing the County's home page at <http://camisvr.co.la.ca.us/webven/>.

5.4 Protest Policy Review Process

5.4.1 Under Board Policy No. 5.055 (Services Contract Solicitation Protest), any prospective Proposer may request a review of the requirements under a solicitation for a Board-approved Services Contract, as described in Paragraph 5.4.3 below. Additionally, any actual Proposer may request a review of a disqualification or of a proposed Contract award under such a solicitation, as described respectively in the Paragraphs below. It is the responsibility of the Proposer challenging the decision of a County Department to demonstrate that the Department committed a sufficiently material error in the solicitation process to justify invalidation of a proposed Contract award.

5.4.2 Throughout the review process, County has no obligation to delay or otherwise postpone an award of Contract based on a Proposer protest. In all cases, County reserves the right to make an award when it is determined to be in the best interest of the County of Los Angeles to do so.

5.4.3 Grounds for Review

Unless state or federal statutes or regulations otherwise provide, the grounds for review of a solicitation for a Board-approved Services Contract provided for under Board Policy No. 5.055 are limited to the following:

- Review of Solicitation Requirements (Reference Paragraph 7.3 in the Proposal Submission Requirements Section)

- Review of a Disqualified Proposal (Reference Paragraph 8.3 in the Selection Process and Evaluation Criteria Section)
- Review of Proposed Contractor Selection (Reference Paragraph 8.7 in the Selection Process and Evaluation Criteria Section)

5.5 Injury and Illness Prevention Program

Contractor shall be required to comply with the State of California's Cal OSHA's regulations. Section 3203 of Title 8 in the California Code of Regulations requires all California employers to have a written, effective Injury and Illness Prevention Program (IIPP) that addresses hazards pertaining to the particular workplace covered by the program.

5.6 Confidentiality and Independent Contractor Status

As appropriate, Contractor shall be required to comply with the Confidentiality provision contained in Paragraph 7.5 and the Independent Contractor Status provision contained in Paragraph 8.22 in Appendix C, Sample Contract.

5.7 Conflict of Interest

No County employee whose position in the County enables him/her to influence the selection of a Contractor for this RFP, or any competing RFP, nor any spouse of economic dependent of such employees, shall be employed in any capacity by a Proposer or have any other direct or indirect financial interest in the selection of a Contractor. Proposer shall certify that he/she is aware of and has read Section 2.180.010 of the Los Angeles County Code as stated in Appendix D - Required Forms Exhibit 5, Certification of No Conflict of Interest.

5.8 Determination of Proposer Responsibility

5.8.1 A responsible Proposer is a Proposer who has demonstrated the attribute of trustworthiness, as well as quality, fitness, capacity and experience to satisfactorily perform the Contract. It is County's policy to conduct business only with responsible Proposers.

5.8.2 Proposers are hereby notified that, in accordance with Chapter 2.202 of the County Code, County may determine whether the Proposer is responsible based on a review of the Proposer's performance on any contracts, including but not limited to County contracts. Particular attention will be given to violations of labor laws related to employee compensation and benefits, and evidence

of false claims made by the Proposer against public entities. Labor law violations which are the fault of the sub-contractors and of which Proposer had no knowledge shall not be the basis of a determination that Proposer is not responsible.

- 5.8.3 County may declare a Proposer to be non-responsible for purposes of this Contract if the Board of Supervisors, in its discretion, finds that Proposer has done any of the following: (1) violated a term of a contract with County or a nonprofit corporation created by County; (2) committed an act or omission which negatively reflects on Proposer's quality, fitness or capacity to perform a contract with County, any other public entity, or a nonprofit corporation created by the County, or engaged in a pattern or practice which negatively reflects on same; (3) committed an act or omission which indicates a lack of business integrity or business honesty; or (4) made or submitted a false claim against County or any other public entity.
- 5.8.4 If there is evidence that the apparent highest ranked Proposer may not be responsible, the Department shall notify Proposer in writing of the evidence relating to the Proposer's responsibility, and its intention to recommend to the Board of Supervisors that Proposer be found not responsible.

The Department shall provide Proposer and/or Proposer's representative with an opportunity to present evidence as to why Proposer should be found to be responsible and to rebut evidence which is the basis for the Department's recommendation.

- 5.8.5 If Proposer presents evidence in rebuttal to the Department, the Department shall evaluate the merits of such evidence, and based on that evaluation, make a recommendation to the Board of Supervisors. The final decision concerning the responsibility of Proposer shall reside with the Board of Supervisors.
- 5.8.6 These terms shall also apply to proposed subcontractors of Proposers on County Contracts.

5.9 Proposer Debarment

- 5.9.1 Proposer is hereby notified that, in accordance with Chapter 2.202 of the County Code, County may debar Proposer from bidding or proposing on, or being awarded, and/or performing work on other County contracts for a specified period of time, which generally will not exceed five (5) years but may exceed five (5) years or be permanent if warranted by the circumstances, and County may terminate any or all of Proposer's existing contracts with County, if

the Board of Supervisors finds, in its discretion, that Proposer has done any of the following: (1) violated a term of a contract with the County or a nonprofit corporation created by the County; (2) committed an act or omission which negatively reflects on Proposer's quality, fitness or capacity to perform a contract with County, any other public entity, or a nonprofit corporation created by County, or engaged in a pattern or practice which negatively reflects on same; (3) committed an act or offense which indicates a lack of business integrity or business honesty; or (4) made or submitted a false claim against County or any other public entity.

- 5.9.2 If there is evidence that the apparent highest ranked Proposer may be subject to debarment, the Department shall notify Proposer in writing of the evidence which is the basis for the proposed debarment, and shall advise Proposer of the scheduled date for a debarment hearing before the Contractor Hearing Board.
- 5.9.3 The Contractor Hearing Board shall conduct a hearing where evidence on the proposed debarment is presented. Proposer and/or Proposer's representative shall be given an opportunity to submit evidence at that hearing.

After the hearing, the Contractor Hearing Board shall prepare a tentative proposed decision, which shall contain a recommendation regarding whether Proposer should be debarred, and, if so, the appropriate length of time of the debarment. Proposer and the Department shall be provided an opportunity to object to the tentative proposed decision prior to its presentation to the Board of Supervisors.

- 5.9.4 After consideration of any objections, or if no objections are received, a record of the hearing, the proposed decision and any other recommendation of the Contractor Hearing Board shall be presented to the Board of Supervisors. The Board of Supervisors shall have the right to modify, deny or adopt the proposed decision and recommendation of the Contractor Hearing Board.
- 5.9.5 If a Proposer has been debarred for a period longer than five (5) years, that Proposer may, after the debarment has been in effect for at least five (5) years, submit a written request for review of the debarment determination to reduce the period of debarment or terminate the debarment. County may, in its discretion, reduce the period of debarment or terminate the debarment if it finds that Proposer has adequately demonstrated one (1) or more of the following: (1) elimination of the grounds for which the debarment was imposed; (2) a bona fide change in ownership or management;

- (3) material evidence discovered after debarment was imposed; or
- (4) any other reason that is in the best interests of County.

5.9.6 The Contractor Hearing Board will consider requests for review of a debarment determination only where (1) Proposer has been debarred for a period longer than five (5) years; (2) the debarment has been in effect for at least five (5) years; and (3) the request is in writing, states one or more of the grounds for reduction of the debarment period or termination of the debarment, and includes supporting documentation. Upon receiving an appropriate request, the Contractor Hearing Board will provide notice of the hearing on the request.

At the hearing, the Contractor Hearing Board shall conduct a hearing where evidence on the proposed reduction of debarment period or termination of debarment is presented. This hearing shall be conducted and the request for review decided by the Contractor Hearing Board pursuant to the same procedures as for a debarment hearing.

5.9.7 The Contractor Hearing Board's proposed decision shall contain a recommendation on the request to reduce the period of debarment or terminate the debarment.

The Contractor Hearing Board shall present its proposed decision and recommendation to the Board of Supervisors. The Board of Supervisors shall have the right to modify, deny, or adopt the proposed decision and recommendation of the Contractor Hearing Board.

5.9.8 These terms shall also apply to proposed subcontractors of Proposers on County contracts.

5.9.9 Appendix H, provides a link to the County's website where there is a listing of Contractors that are currently on the Debarment List for Los Angeles County.

5.10 Adherence to County's Child Support Compliance Program

Proposers shall: 1) fully comply with all applicable State and Federal reporting requirements relating to employment reporting for its employees; and 2) comply with all lawfully served Wage and Earnings Assignment Orders and Notice of Assignment and continue to maintain compliance during the term of any contract that may be awarded pursuant to this solicitation. Failure to comply may be cause for termination of a contract

or initiation of debarment proceedings against the non-compliant Contractor (County Code Chapter 2.202).

5.11 Gratuities

5.11.1 Attempt to Secure Favorable Treatment

It is improper for any County officer, employee or agent to solicit consideration, in any form, from a Proposer with the implication, suggestion or statement that Proposer's provision of the consideration may secure more favorable treatment for Proposer in the award of the Contract or that Proposer's failure to provide such consideration may negatively affect County's consideration of Proposer's submission.

A Proposer shall not offer or give either directly or through an intermediary, consideration, in any form, to a County officer, employee or agent for the purpose of securing favorable treatment with respect to the award of the Contract.

5.11.2 Proposer Notification to County

A Proposer shall immediately report any attempt by a County officer, employee or agent to solicit such improper consideration.

The report shall be made either to County manager charged with the supervision of the employee or to County Auditor-Controller's Employee Fraud Hotline at (800) 544-6861. Failure to report such a solicitation may result in Proposer's submission being eliminated from consideration.

5.11.3 Form of Improper Consideration

Among other items, such improper consideration may take the form of cash, discounts, services, the provision of travel or entertainment, or tangible gifts.

5.12 Notice to Proposers Regarding the County Lobbyist Ordinance

The Board of Supervisors of the County of Los Angeles has enacted an ordinance regulating the activities of persons who lobby County officials. This ordinance, referred to as the "Lobbyist Ordinance", defines a County Lobbyist and imposes certain registration requirements upon individuals meeting the definition. The complete text of the ordinance can be found in County Code Chapter 2.160. In effect, each person, corporation or other entity that seeks a County permit, license, franchise or contract must

certify compliance with the ordinance. As part of this solicitation process, it will be the responsibility of each Proposer to review the ordinance independently as the text of said ordinance is not contained within this RFP. Thereafter, each person, corporation or other entity submitting a response to this solicitation, must certify that each County Lobbyist, as defined by Los Angeles County Code Section 2.160.010, retained by the Proposer is in full compliance with Chapter 2.160 of the Los Angeles County Code and each such County Lobbyist is not on the Executive Office's List of Terminated Registered Lobbyists by completing and submitting the Familiarity with the County Lobbyist Ordinance Certification, as set forth in Appendix D - Required Forms Exhibit 6, as part of their proposal.

5.13 Federal Earned Income Credit

Contractor shall notify its employees, and shall require each subcontractor to notify its employees, that they may be eligible for the Federal Earned Income Credit under the federal income tax laws. Such notice shall be provided in accordance with the requirements set forth in Appendix I, Internal Revenue Service Notice No. 1015.

5.14 Consideration of GAIN/GROW Participants for Employment

As a threshold requirement for consideration for Contract award, Proposers shall demonstrate a proven record of hiring participants in the County's Department of Public Social Services Greater Avenues for Independence (GAIN) or General Relief Opportunity for Work (GROW) Programs or shall attest to a willingness to consider GAIN/GROW participants for any future employment openings if they meet the minimum qualifications for that opening. Proposers shall attest to a willingness to provide employed GAIN/GROW participants access to Proposers' employee mentoring program, if available, to assist these individuals in obtaining permanent employment and/or promotional opportunities.

Proposers who are unable to meet this requirement shall not be considered for Contract award. Proposers shall submit a completed, "Attestation of Willingness to Consider GAIN/GROW Participants", form, as set forth in Appendix D - Required Forms, Exhibit 9, along with their proposal.

5.15 Recycled Bond Paper

Proposer shall be required to comply with County's policy on recycled bond paper as specified in Appendix C, Sample Contract, Paragraph 8.39.

5.16 Safely Surrendered Baby Law

Contractor shall notify and provide to its employees, and shall require each subcontractor to notify and provide to its employees, a fact sheet regarding the Safely Surrendered Baby Law, its implementation in Los Angeles County, and where and how to safely surrender a baby. The fact sheet is set forth in Appendix J of this solicitation document and is also available on the Internet at www.babysafela.org for printing purposes.

5.17 Jury Service Program

The prospective Contract is subject to the requirements of the County's Contractor Employee Jury Service Ordinance ("Jury Service Program") (Los Angeles County Code, Chapter 2.203).

Prospective Contractors should carefully read the Jury Service Ordinance, Appendix G, and the pertinent jury service provisions of the Sample Contract, Appendix C, Paragraph 8.8, both of which are incorporated by reference into and made a part of this RFP. The Jury Service Program applies to both Contractors and their subcontractors.

Proposals that fail to comply with the requirements of the Jury Service Program will be considered non-responsive and excluded from further consideration.

5.17.1 The Jury Service Program requires Contractors and their subcontractors to have and adhere to a written policy that provides that its employees shall receive from Contractor, on an annual basis, no less than five (5) days of regular pay for actual jury service. The policy may provide that employees deposit any fees received for such jury service with Contractor or that Contractor deduct from the employee's regular pay the fees received for jury service. For purposes of the Jury Service Program, "employee" means any California resident who is a full-time employee of a Contractor and "full-time" means 40 hours or more worked per week, or a lesser number of hours if: 1) the lesser number is a recognized industry standard as determined by County, or 2) Contractor has a long-standing practice that defines the lesser number of hours as full-time. Therefore, the Jury Service Program applies to all of a Contractor's full-time California employees, even those not working specifically on County project. Full-time employees providing short-term, temporary services of 90 days or less within a 12-month period are not considered full-time for purposes of the Jury Service Program.

- 5.17.2 There are two (2) ways in which a Contractor might not be subject to the Jury Service Program. The first is if Contractor does not fall within the Jury Service Program's definition of "Contractor". The Jury Service Program defines "Contractor" to mean a person, partnership, corporation or other entity which has a contract with the County or a Subcontract with a County Contractor and has received or will receive an aggregate sum of \$50,000 or more in any 12-month period under one or more County contracts or subcontracts. The second is if Contractor meets one of the two exceptions to the Jury Service Program.

The first exception concerns small businesses and applies to Contractors that have 1) ten or fewer employees; and, 2) annual gross revenues in the preceding 12 months which, if added to the annual amount of this Contract is less than \$500,000, and, 3) is not an "affiliate or subsidiary of a business dominant in its field of operation". The second exception applies to Contractors that possess a collective bargaining agreement that expressly supersedes the provisions of the Jury Service Program. Contractor is subject to any provision of the Jury Service Program not expressly superseded by the collective bargaining agreement.

- 5.17.3 If a Contractor does not fall within the Jury Service Program's definition of "Contractor" or if it meets any of the exceptions to the Jury Service Program, then the Contractor must so indicate in the Certification Form and Application for Exception, Exhibit 10 in Appendix D - Required Forms, and include with its submission all necessary documentation to support the claim such as tax returns or a collective bargaining agreement, if applicable. Upon reviewing the Contractor's application, the County will determine, in its sole discretion, whether the Contractor falls within the definition of Contractor or meets any of the exceptions to the Jury Service Program. The County's decision will be final.

5.18 INTENTIONALLY OMITTED

5.19 Notification to County of Pending Acquisitions/Mergers by Proposing Company

Proposer shall notify County of any pending acquisitions/mergers of their company. This information shall be provided by Proposer on Required Form - Exhibit 1 - Proposer's Organization Questionnaire/Affidavit. Failure of the Proposer to provide this information may eliminate its proposal from any further consideration. Proposer shall have a continuing obligation to notify County of changes to the information contained in Exhibit 1 (Proposer's Organization Questionnaire/Affidavit) during the pendency of

this RFP by providing a revised Exhibit 1 (Proposer's Organization Questionnaire/Affidavit - Exhibit 1) to County upon the occurrence of any event giving rise to a change in its previously-reported information.

5.20 Proposer's Charitable Contributions Compliance

5.20.1 California's "Supervision of Trustees and Fundraisers for Charitable Purposes Act" regulates receiving and raising charitable contributions. Among other requirements, those subject to the Charitable Purposes Act must register. The 2004 Nonprofit Integrity Act (SB 1262, Chapter 919) increased Charitable Purposes Act requirements. Prospective Contractors should carefully read the Background and Resources: California Charities Regulations, Appendix N. New rules cover California public benefit corporations, unincorporated associations, and trustee entities and may include similar foreign corporations doing business or holding property in California.

Key Nonprofit Integrity Act requirements affect executive compensation, fund-raising practices and documentation. Charities with over \$2 million of revenues (excluding funds that must be accounted for to a governmental entity) have new audit requirements.

5.20.2 All prospective Contractors must determine if they receive or raise charitable contributions which subject them to the Charitable Purposes Act and complete the Charitable Contributions Certification, Exhibit 20 as set forth in Appendix D - Required Forms. A completed Exhibit 20 is a required part of any agreement with County.

5.20.3 In Exhibit 20, prospective Contractors certify either that:

- they have determined that they do not now receive or raise charitable contributions regulated under the California Charitable Purposes Act, (including the Nonprofit Integrity Act) but will comply if they become subject to coverage of those laws during the term of a County agreement,

- OR -

- they are currently complying with their obligations under the Charitable Purposes Act, attaching a copy of their most recent filing with the Registry of Charitable Trusts.

5.20.4 Prospective County Contractors that do not complete Exhibit 20 as part of the solicitation process may, in County's sole discretion,

be disqualified from Contract award. A County Contractor that fails to comply with its obligations under the Charitable Purposes Act is subject to either Contract termination or debarment proceedings or both. (County Code Chapter 2.202)

5.21 Defaulted Property Tax Reduction Program

The prospective Contract is subject to the requirements of County's Defaulted Property Tax Reduction Program ("Defaulted Tax Program") (Los Angeles County Code, Chapter 2.206). Prospective Contractors should carefully read the Defaulted Tax Program Ordinance, Appendix O, and the pertinent provisions of the Sample Contract, Appendix C, Paragraph 8.51 and 8.52, both of which are incorporated by reference into and made a part of this solicitation. The Defaulted Tax Program applies to both Contractors and their subcontractors.

Proposers shall be required to certify that they are in full compliance with the provisions of the Defaulted Tax Program and shall maintain compliance during the term of any contract that may be awarded pursuant to this solicitation or shall certify that they are exempt from the Defaulted Tax Program by completing Certification of Compliance with The County's Defaulted Property Tax Reduction Program, Exhibit 22 in Appendix D – Required Forms. Failure to maintain compliance, or to timely cure defects, may be cause for termination of a Contract or initiation of debarment proceedings against the non-compliance Contractor (Los Angeles County Code, Chapter 2.202).

Proposals that fail to comply with the certification requirements of the Defaulted Tax Program will be considered non-responsive and excluded from further consideration.

5.22 Time Off for Voting

Contractor shall notify its employees, and shall require each subcontractor to notify and provide to its employees, information regarding the time off for voting law (Elections Code Section 14000). Not less than ten (10) days before every statewide election, every Contractor and subcontractors shall keep posted conspicuously at the place of work, if practicable, or elsewhere where it can be seen as employees come or go to their place of work, a notice setting forth the provisions of Section 14000.

6.0 COUNTY'S PREFERENCE PROGRAMS

6.1 County Policy on Doing Business with Small Business

- 6.1.1 County has multiple programs that address small businesses. The Board of Supervisors encourages small business participation in County's contracting process by constantly streamlining and simplifying our selection process and expanding opportunities for small businesses to compete for our business.
- 6.1.2 The Local Small Business Enterprise Preference Program requires an eligible Proposer to complete a certification process. This program and how to obtain certification are further explained in Paragraph 6.2 of this solicitation.
- 6.1.3 The Jury Service Program provides an exception to the Program if a company qualifies as a Small Business. It is important to note that each Program has a different definition for Small Business. You may qualify as a Small Business in one (1) Program but not the other.

Further explanations of these two (2) Programs are provided in Paragraph 5.17 - Jury Service Program and of this solicitation.

- 6.1.4 County also has a Policy on Doing Business with Small Business that is stated in Appendix F.

6.2 Local Small Business Enterprise (SBE) Preference Program

- 6.2.1 The County will give Local SBE preference during the solicitation process to businesses that meet the definition of a Local SBE, consistent with Chapter 2.204.030C.2 of the Los Angeles County Code.
- 6.2.2 A business which is certified as small by the Small Business Administration (SBA) or which is registered as small on the federal Central Contractor Registration data base may qualify to request the Local SBE Preference in a solicitation.
- 6.2.3 Businesses must complete the Required Form - Request for Local SBE Preference Program Consideration and CBE Firm/Organization Information Form - Exhibit 7 in Appendix D - Required Forms with their proposal. Sanctions and financial penalties may apply to a business that knowingly, and with intent to defraud, seeks to obtain or maintain the Local SBE Preference.

6.3 Local SBE Prompt Payment Program

It is the intent of County that Certified Local SBEs receive prompt payment for services they provide to County Departments. Prompt payment is defined as 15 calendar days after receipt of an undisputed invoice.

6.4 Disabled Veteran Business Enterprise Preference Program (DVBE)

- 6.4.1 County will give preference during the solicitation process to businesses that meet the definition of a Disabled Veteran Business Enterprise, consistent with Chapter 2.211 of the Los Angeles County Code. A Disabled Veteran Business Enterprise vendor is defined as: 1) A business which is certified by the State of California as a Disabled Veteran Business Enterprise; or 2) A business which is certified by the Department of Veterans Affairs as a Service Disabled Veteran Owned Small Business (SDVOSB).
- 6.4.2 Certified Disabled Veteran Business Enterprise vendors must request the preference in their solicitation responses and may not request the preference unless the certification process has been completed and certification is affirmed.
- 6.4.3 In no case shall the Disabled Veteran Business Enterprise Preference Program price or scoring preference be combined with any other County preference program to exceed eight percent (8%) in response to any County solicitation.
- 6.4.4 Sanctions and financial penalties may apply to a business that knowingly, and with intent to defraud, seeks to obtain or maintain certification as a certified Disabled Veteran Business Enterprise.
- 6.4.5 To request the Disabled Veteran Business Enterprise Preference, Proposer must complete and submit the Request for Disabled Veteran Business Enterprise Consideration form in Appendix D, Required Forms, Exhibit 23, with supporting documentation with their proposal.

Information about the State's DVBE certification regulations is found in the California Code of Regulations, Title 2, Subchapter 8, Section 1896 et seq., and is also available on the California Department of General Services Office of Disabled Veteran Business Certification and Resources Website at <http://www.pd.dgs.ca.gov/>.

Information on the Department of Veteran Affairs SDVOSB certification regulations is found in the Code of Federal Regulations, 38 CFR 74 and is also available on the Department of Veterans Affairs Website at: <http://www.vetbiz.gov/>.

6.5 Transitional Job Opportunities Preference Program

- 6.5.1 In evaluating proposals, County will give preference to businesses that are certified by County as Transitional Job Opportunity vendors, consistent with Chapter 2.205 of the Los Angeles County Code. A Certified Transitional Job Opportunity vendor is, and has been such for three (3) years, an entity: 1) that is a non-profit organization recognized as tax exempt pursuant to Section 501 (c) (3) of the Internal Revenue Services Code; set forth, under penalty of perjury, such information as requested by County on either electronic or hard copy forms, along with their application form and three (3) most recent annual tax returns to the Department with their proposal response to the contracting solicitation for which they are competing; 2) has been in operation for at least one (1) year providing transitional job and the related supportive services to program participants; and 3) provide a profile of their program with a description of their program components designed to assist program participants, number of past program participants, and any other information requested by a contracting Department.
- 6.5.2 Transitional Job Opportunities vendors must request the preference in their solicitation response and may not receive the preference until their certification has been affirmed by the applicable Department. County must verify the Transitional Job Opportunity vendor certification prior to applying the preference. Sanctions and financial penalties may apply to a Proposer that knowingly and with intent to defraud seeks to obtain or maintain certification as a Transitional Job Opportunities vendor.
- 6.5.3 To request the Transitional Job Opportunities Preference, Proposer must complete the Transitional Job Opportunities Preference Application in Appendix D – Required Forms – Exhibit 21 and submit it along with all supporting documentation with their proposal.

7.0 PROPOSAL SUBMISSION REQUIREMENTS

This Section contains key project dates and activities as well as instructions to Proposers in how to prepare and submit their proposal.

7.1 Truth and Accuracy of Representations

False, misleading, incomplete, or deceptively unresponsive statements in connection with a proposal shall be sufficient cause for rejection of the proposal. The evaluation and determination in this area shall be at the Director's sole judgment and his/her judgment shall be final. All proposals shall be firm and final offers and may not be withdrawn for a period of one hundred eighty (180) days following the final proposal submission date.

7.2 RFP Timetable

The timetable for this RFP is as follows:

- Release of RFP**Monday, 11/16/15**
- Request for a Solicitation Requirements Review Due.....**Monday, 11/23/15**
- Proposers Conference.....**Tuesday, 11/24/15 at 10:00 a.m., PST***
- Written Questions Due **Wednesday, 12/02/15 at 5:00 p.m., PST**
- Questions and Answers Released (on or around) **Wednesday, 12/09/15**
- **Proposals due by**.....**Thursday, 1/07/16 at 12:00 p.m., PST**
- Evaluation Period.....**Friday, 1/08/16 – Thursday, 1/21/16**
- Tentative Date of Contract Award Notification (Mailed)**Tuesday, 3/01/16**
- Contract and Services Begin**Friday, 4/01/16**

**Pacific Standard Time*

7.3 Solicitation Requirements Review

Any person or entity may seek a Solicitation Requirements Review by submitting Appendix E - RFP Transmittal Form to Request a Solicitation Requirements Review to the Department conducting the solicitation as described in this Paragraph. A request for a Solicitation Requirements Review may be denied, in the Department's sole discretion, if the request does not satisfy all of the following criteria:

1. The request for a Solicitation Requirements Review is made within ten (10) business days of the issuance of the solicitation document;
2. The request for a Solicitation Requirements Review includes documentation, which demonstrates the underlying ability of the person or entity to submit a proposal;

3. The request for a Solicitation Requirements Review itemizes in appropriate detail, each matter contested and factual reasons for the requested review; and
4. The request for a Solicitation Requirements Review asserts either that:
 - a. application of the minimum requirements, evaluation criteria and/or business requirements unfairly disadvantages the person or entity; or,
 - b. due to unclear instructions, the process may result in the County not receiving the best possible responses from prospective Proposers.

The Solicitation Requirements Review shall be completed and the Department's determination shall be provided to the requesting person or entity, in writing, within a reasonable time prior to the proposal due date.

7.4 Proposers' Questions

Proposers may submit written questions regarding this RFP by mail, fax or e-mail to the individual identified below. All questions must be received by 5:00 p.m. PST, Wednesday, December 2, 2015. All questions, without identifying the submitting company, will be compiled with the appropriate answers and issued as an addendum to the RFP.

When submitting questions please specify the RFP section number, paragraph number, and page number and quote the language that prompted the question. This will ensure that the question can be quickly found in the RFP. County reserves the right to group similar questions when providing answers.

Questions may address concerns that the application of minimum requirements, evaluation criteria and/or business requirements would unfairly disadvantage Proposers or, due to unclear instructions, may result in the County not receiving the best possible responses from Proposer.

Questions should be addressed to:

Helen Kim, Administrative Services Manager II
County of Los Angeles
Community and Senior Services
Contracts Management Division
3175 W. 6th Street, Room 403
Los Angeles, CA 90020-1708

7.5 INTENTIONALLY OMITTED

7.6 Proposers Conference

A Proposers Conference will be held to discuss the RFP Requirements. County staff will respond to questions from potential Proposers. The conference is scheduled as follows:

Tuesday, November 24, 2015
10:00 a.m. – 12:00 p.m.
3175 W. 6th Street, Room 301
Los Angeles, CA 90020-1708

For your convenience, parking in CSS' parking structure located at 523 Shatto Place will be made available by reservation. Please send an email to CSS at: wioaisdrfp@css.lacounty.gov by Friday, November 20, 2015.

Please insert "Parking for Proposer's Conference" in the subject line of the email. Meter Parking is also available on Shatto Place, Vermont Avenue, and Sixth Street (Southwest corner of 6th and Vermont). Proposers are encouraged to bring a copy of the RFP to the Proposer's Conference. No copies will be provided.

7.7. Preparation of the Proposal

A complete Proposal shall include two (2) separate proposals - a Business Proposal and a Cost Proposal. All Proposals must be bound and submitted in the prescribed format. Any Proposal that deviates from this format may be rejected as non-responsive without review at the County's sole discretion. A Business Proposal includes both required forms and narratives detailing Proposer's qualifications and Program Proposal. A Cost Proposal includes a detailed budget and a budget narrative. An original Business and Cost Proposal and three (3) copies of each, a total of four (4) binders for each, shall be submitted as specified in Paragraph 7.11 – Proposal Submission, of this RFP.

Any proposal that deviates from this format may be rejected as non-responsive without review at County's sole discretion.

7.7.1 Proposals must be typed (on 8 ½" by 11" paper), single spaced between each line, with margins set at 1.0 inch or greater, and a standard twelve (12) point Arial font.

- 7.7.2 For every response provided by Proposer in both the Business and Cost Proposal, Proposer shall clearly indicate the RFP Section Heading, Section Letter and/or Number (if applicable) (e.g., Proposer's Approach to Provide Required Services, Section C). Proposer shall double space in between proposal response sections.
- 7.7.3 Each section of the Business and Cost Proposals shall be tabbed and clearly identified in the table of contents and shall follow the order specified in Paragraphs 7.8 – Business Proposal Format, and 7.9 – Cost Proposal Format, of this RFP. All attachments must be attached immediately after the section to which Proposer is responding.
- 7.7.4 For the Business Proposal, the limit for all answers combined is a total of 20 single-sided pages. The page limitation does not include exhibits or attachments.
- 7.7.5 For the Cost Proposal, the limit for all answers combined is a total of ten (10) single-sided pages. The page limitation does not include exhibits or attachments.

7.8 Business Proposal Format

7.8.1 The content and sequence of the proposal must be as follows:

- Proposer's Organization Questionnaire/Affidavit and Required Support Documents for Corporations and Limited Liability Companies
- Table of Contents
- Executive Summary (Section A)
- Proposer's Qualifications (Section B)
- Proposer's Approach to Provide Required Services (Section C)
- Proposer's Quality Control Plan (Section D)
- Proposer's Green Initiative (Section E)
- Terms and Conditions in the Sample Contract, and Requirements of the Statement of Work: Acceptance of/or Exceptions to (Section F)

- Business Proposal Required Forms (Section G)
- Financial Capability (Section H)

7.8.2 Proposer's Organization Questionnaire/Affidavit and Required Support Documentation

Proposer shall complete, sign and date Proposer's Organization Questionnaire/Affidavit - Exhibit 1 as set forth in Appendix D. The person signing the form must be authorized to sign on behalf of the Proposer and to bind the applicant in a Contract.

Taking into account the structure of Proposer's organization, Proposer shall determine which of the below referenced supporting documents County requires. If Proposer's organization does not fit into one (1) of these categories, upon receipt of the proposal or at some later time, County may, in its discretion, request additional documentation regarding Proposer's business organization and authority of individuals to sign contracts.

If the below referenced documents are not available at the time of proposal submission, Proposers must request the appropriate documents from the California Secretary of State and provide a statement on the status of the request.

7.8.3 Required Support Documents

7.8.3.1 Corporations or Limited Liability Company (LLC):

Proposer must submit the following documentation with the proposal:

- 1) A copy of a "Certificate of Good Standing" with the state of incorporation/organization.
- 2) A conformed copy of the most recent "Statement of Information" as filed with the California Secretary of State listing corporate officers or members and managers.

7.8.3.2 Limited Partnership

Proposer must submit a conformed copy of the Certificate of Limited Partnership or Application for Registration of Foreign Limited Partnership as filed with the California Secretary of State, and any amendments.

7.8.4 Table of Contents

List all material included in the proposal. Include a clear definition of the material, identified by sequential page numbers and by section reference numbers.

7.8.5 Executive Summary (Section A)

Provide Proposer's mission statement, give a brief history of the organization, indicate the number of years in operation and indicate Proposer's experience in providing WIOA consulting services or services equivalent or substantially similar to the Services identified in Appendix A, Statement of Work, Paragraph 10.0 – Specific Work Requirements. Proposer shall also state the type of organization Proposer is, whether a non-profit, public/government, or for-profit entity.

7.8.6 Proposer's Qualifications (Section B)

Demonstrate that the Proposer's organization has the experience and financial capability to perform the required services. The following sections must be included:

A. Proposer's Background and Experience (Section B.1)

Provide a summary of relevant background information to demonstrate that the Proposer meets the minimum requirement(s) stated in Paragraph 3.0 of this RFP and has the capability to perform the required services as a corporation or other entity.

B. Proposer's References (Section B.2)

It is Proposer's sole responsibility to ensure that the firm's name and point of contact's name, title, phone number and email address for each reference is accurate. The same references may be listed on both forms - Exhibits 2, Prospective Contractor References and 3 Prospective Contractor List of Contracts.

County may disqualify a Proposer as non-responsive and/or non-responsible if:

- references fail to substantiate Proposer's description of the services provided; or

- references fail to support that Proposer has a continuing pattern of providing capable, productive and skilled personnel; or
- the Department is unable to reach the point of contact with reasonable effort. It is Proposer's responsibility to inform the point of contact of normal working hours.

Proposer must complete and include the following Required Forms:

- i. Prospective Contractor References, Exhibit 2. Proposer must provide five (5) references where the same or similar scope of services was provided.

- ii. Prospective Contractor List of Contracts, Exhibit 3.

The listing must include all Public Entities contracts for the last five (5) years. Use additional sheets if necessary.

- iii. Prospective Contractor List of Terminated Contracts, Exhibit 4.

Proposer must provide a minimum of five (5) references within the last three (3) years of expired or terminated contracts. In the event of termination, Proposer shall identify the reason for termination which may include, but is not limited to: non-compliance, loss of funding, failure to complete a contract, etc. This list shall include any expired or terminated contracts with Los Angeles County.

C. Proposer's Pending Litigation and Judgments (Section B.3)

Identify by name, case and court jurisdiction any pending litigation in which Proposer is involved, or judgments against Proposer in the past five (5) years. Provide a statement describing the size and scope of any pending or threatening litigation against the Proposer or principals of Proposer. Proposer must provide a statement describing the size and scope of any pending or threatening litigation. If a Proposer has no pending litigation, Proposer must provide a statement to verify that there are no pending litigations in the last five

(5) years. The notations “Not Applicable” or “N/A” shall not be considered a valid answer-entry.

7.8.7 Proposer’s Approach to Provide Required Services (Section C)

7.8.7.1 Qualifications of Proposer’s Personnel: Proposer must currently meet all the mandatory staffing requirements listed in Appendix A, Statement of Work, Paragraph 6.3 – Project Manager and Paragraph 6.4 - Personnel. Proposer shall describe the experience, training, and education of Proposer's mandatory staff based on the requirements specified in Appendix A, Statement of Work, Paragraph 6.4.

7.8.7.2 Plan for Technical Assistance and Support: Describe the Proposer’s plan to provide support to the County in connection to the program implementation process such as developing and offering trainings and consultation, as necessary, and coordinate other efforts towards the implementation of the WIOA Title I IS Programs. Reference: Appendix A, Statement of Work, Paragraph 10.1, Specific Tasks, Sub-paragraph 10.1.1.1.

7.8.7.3 Response to Requests and Inquiries: Describe the Proposer’s plan to respond to County WIOA program staff regarding any request from CSS for information or documents related to WIOA programs 24 hours. Reference: Appendix A, Statement of Work, Paragraph 10.1, Specific Tasks, Sub-paragraph 10.1.1.2.

7.8.7.4 Implementation Plan: Describe the Proposer’s plan to ensure all deliverables are met in order to achieve full implementation of the WIOA IS model, as described below and in more detail in Appendix A, Statement of Work, Paragraphs 10.1.1.3.1 through 10.1.1.3.10:

7.8.7.4.1 Training Manual of Standard Operating Procedures: Describe in detail how the Proposer will work with WIOA program staff to develop a preliminary training

manual of Standard Operating Procedures, as described in Appendix A, Statement of Work, Paragraph 10.1.1.3.1.

7.8.7.4.2 Develop Data-Driven Programmatic Measuring and Monitoring Structure: Describe how the Proposer plans to develop data-driven programmatic measuring and monitoring structure, as described in Appendix A, Statement of Work, Paragraph 10.1.1.3.2, including, but not limited to, how Proposer shall:

- a. map customer flow process;
- b. define critical staff intervention points;
- c. define customer data entry points;
- d. define roles, responsibilities, and reporting requirements;
- e. provide input for the development of a customer flow digital-dashboard template to monitor customer progress and success rate.

7.8.7.4.3 Policy Review and Revision to Reflect IS Environment: Describe how the Proposer plans to review current policies and revise them to reflect IS' environment, as described in Appendix A, Statement of Work, Paragraph 10.1.1.3.3, including, but not limited to, how Proposer shall:

- a. develop functional supervision guidelines for each AJCC and Affiliate service provider similar to those provided by EDD;
- b. review current supportive service policies; training expenditure policies; Right-to-Work requirements; CalJobs/Virtual One-Stop data entry guidelines (timeliness, requirements for data entry, verification); complaint and grievance policies, escalation, and resolution protocols, and revise

- them according to the new IS model, as appropriate;
- c. identify program services required at each WIOA service provider site to ensure consistency in the provision of services by WIOA service providers;
- d. develop as needed policies and procedures for business services within the new IS model;
- e. develop and review policies and procedures for WIOA service providers' marketing, branding, and website content requirements.

7.8.7.4.4 Internal Capacity Building of County and EDD Staff and WIOA Service Provider Staff: Describe how the Proposer plans to provide internal capacity building of County and EDD staff and WIOA service providers, as described in Appendix A, Statement of Work, Paragraph 10.1.1.3.4, including, but not limited to, how Proposer shall:

- a. develop a process for customer flow and service elements;
- b. track customer service and partner performance in the new IS model, and identify areas of deficiency and strength to address any potential performance issues;
- c. provide quality control for programmatic compliance and monitoring in the new IS model, including Resource Sharing Agreements;
- d. develop fiscal monitoring procedures and tools to be used in the new IS model;
- e. develop Continuous Quality Improvement (CQI) feedback methods and criteria, including surveys for customer satisfaction;
- f. build service tools for County;

- g. develop training curriculum, materials, and offer 20 separate group training sessions to CSS staff that incorporate key information from each of the task listed in Paragraph 10.0 of the Statement of Work.

7.8.7.4.5 Ramp-up/Implementation Planning:

Describe how the Proposer plans to develop guidelines for the ramp-up and implementation of IS' model, as described in Appendix A, Statement of Work, Paragraph 10.1.1.3.5, including, but not limited to, how Proposer shall:

- a. disseminate information about new sites, locations, operators, and service delivery designs;
- b. identify facilities and necessary infrastructure for service delivery;
- c. develop and provide implementation guidelines based on the co-developed new IS model, implemented by EDD, functional job descriptions and functional supervision job descriptions for the "Welcome," "Skills Development," and "Job Getting" Teams for AJCC, EDD, and WIOA program and partner staff; develop and provide implementation guidelines to measure and monitor program performance.

7.8.7.4.6 External Capacity Building with Successful WIOA Service Providers and EDD:

Describe the Proposer's plan to provide external capacity building with successful WIOA service providers and EDD, as described in Appendix A, Statement of Work, Paragraph 10.1.1.3.6, including, but not limited to, how Proposer shall:

- a. conduct functional trainings under different IS model scenarios to new WIOA service providers and EDD;
- b. develop process for mapping a customer's path throughout system from point of program entry to exit, and provide the basis for customer path training to be used by County, EDD, and WIOA service providers' staff;
- c. provide a customer data entry point process and collaboration methods between WIOA service providers and EDD;
- d. track customer, service, and partner performance in the new IS model and identify areas of deficiency and strength in order to address potential performance issues;
- e. analyze Career Services in the new IS model to identify each activity's performance;
- f. provide cross training of Wagner Peyser, WIOA, and workforce services to new WIOA service providers and EDD;
- g. assist in the provision of CalJobs training to WIOA service providers and EDD.

7.8.7.4.7 Implementation of IS Model: Describe how the Proposer plans on fully implementing the IS model, as described in Appendix A, Statement of Work, Paragraph 10.1.1.3.7, including, but not limited to, how Proposer shall:

- a. test the functionality and efficacy of the new IS model before implementation of the new system based on, but not limited to, customer services tools referenced in Paragraph 10.1.1.3.4.9.
- b. provide a detailed IS model implementation timeline three

- months from the date of contract execution;
- c. develop a regional monitoring and communication plan to streamline communication among WIOA service providers and to share best practices.

7.8.7.4.8 Professionalization of WIOA Service Provider's Staff: Describe how the Proposer plans to provide professionalization of WIOA service provider's staff, as described in Appendix A, Statement of Work, Paragraph 10.1.1.3.8, including, but not limited to, how Proposer shall:

- a. develop competencies for WIOA service providers' staff, including but not limited to, administration and management of WIOA program services, skills, and employment requirements;
- b. identify and develop a credential program for WIOA service providers' staff;
- c. develop an implementation plan for beginning a credential program to include set expectations, goals, and objectives for individuals.

7.8.7.4.9 IS Model Implementation Evaluation and Recommendations: Describe how the Proposer plans to qualitatively and quantitatively evaluate the implementation of the IS model, as described in Appendix A, Statement of Work, Paragraph 10.1.1.3.9.

7.8.7.4.10 Marketing Plan for WIOA Service Providers: Describe how the Proposer plans to develop a marketing plan for WIOA Service Providers for advertisement, as described in Appendix A, Statement of Work, Paragraph 10.1.1.3.10.

7.8.8 Proposer's Quality Control Plan (Section D)

Present a comprehensive Quality Control Plan to be utilized by the Proposer as a self-monitoring tool to ensure the required Services are provided as specified in Appendix A, Statement of Work, Paragraph 12.0 and, Appendix B, Statement of Work Exhibits - Performance Requirements Summary Chart, Exhibit 2.

The following factors may be included in the plan:

- Activities to be monitored to ensure compliance with all Contract requirements;
- Monitoring methods to be used;
- Frequency of monitoring;
- Samples of forms to be used in monitoring;
- Title/level and qualifications of personnel performing monitoring functions; and
- Documentation methods of all monitoring results, including any corrective action taken.

7.8.9 Proposer's Green Initiatives (Section E)

Present a description of proposed plan for complying with the green requirements as described in Paragraph 11.0 of Appendix A, Statement of Work. Describe your company's current environmental policies and practices and those proposed to be implemented.

7.8.10 Terms and Conditions in Sample Contract, and Requirements of the Statement of Work: Acceptance of / or Exceptions to (Section F)

- A. It is the duty of every Proposer to thoroughly review Appendix C, Sample Contract and Appendix A, Statement of Work to ensure compliance with all terms, conditions and requirements. It is County's expectation that in submitting a proposal, Proposers shall accept, as stated, County's terms and conditions in Appendix C, Sample Contract and Appendix A, Statement of Work. However, Proposers are provided the

opportunity to take exceptions to County's terms, conditions, and requirements.

B. Section F of Proposer's response must include:

1. A statement offering the Proposer's acceptance of or exceptions to all terms and conditions listed in Appendix C, Sample Contract.
2. A statement offering the Proposer's acceptance of or exceptions to all requirements listed in Appendix A, Statement of Work; and

For each exception, the Proposer shall provide:

1. An explanation of the reason(s) for the exception;
2. The proposed alternative language; and
3. A description of the impact, if any, to the Proposer's Maximum Operational Cost.

C. Indicate all exceptions to Appendix C, Sample Contract and/or Appendix A, Statement of Work by providing a 'red-lined' version of the language in question. County relies on this procedure and any Proposer who fails to make timely exceptions as required herein, may be barred, at County's sole discretion, from later making such exceptions.

County reserves the right to determine if Proposers' exceptions are material enough to deem the proposal non-responsive and not subject to further evaluation.

County reserves the right to make changes to Appendix C, Sample Contract and its appendices and exhibits at its sole discretion.

7.8.11 Business Proposal Required Forms (Section G)

Proposal shall include all completed, signed, and dated forms identified in Appendix D - Required Forms.

- Exhibit 1 Proposer's Organization Questionnaire/Affidavit
- Exhibit 2 Prospective Contractor References
- Exhibit 3 Prospective Contractor List of Contracts

- Exhibit 4 Prospective Contractor List of Expired or Terminated Contracts
- Exhibit 5 Certification of No Conflict of Interest
- Exhibit 6 Familiarity with the County Lobbyist Ordinance Certification
- Exhibit 7 Request for Local SBE Preference Program Consideration and CBE Firm/Organization Information
- Exhibit 8 Proposer's EEO Certification
- Exhibit 9 Attestation of Willingness to Consider GAIN/GROW Participants
- Exhibit 10 Contractor Employee Jury Service Program Certification Form and Application for Exception
- Exhibit 11 Budget (To submit in Cost Proposal – see below)
- Exhibit 12 Certification of Independent Price Determination and Acknowledgement and Acknowledgement of RFP Restrictions
- Exhibit 13 Intentionally Omitted
- Exhibit 14 Intentionally Omitted
- Exhibit 15 Intentionally Omitted
- Exhibit 16 Intentionally Omitted
- Exhibit 17 Intentionally Omitted
- Exhibit 18 Intentionally Omitted
- Exhibit 19 Intentionally Omitted
- Exhibit 20 Charitable Contributions Certification
- Exhibit 21 Transitional Job Opportunities Preference Application
- Exhibit 22 Defaulted Property Tax Reduction Program
- Exhibit 23 Request for Disabled Veteran Business Enterprise Preference Program Consideration

7.8.11.1 Proposer shall also include the following documents within the Business Proposal (documents shall be current as of the date of the proposal submission):

- Proposer's Organizational Chart including Program staffing plan
- Proposer's Board of Directors' Roster
- Federal Tax-Exempt Status
- Business License
- By-Laws, City Charter, or Joint Powers Agreement (provide copy)
- Articles of Incorporation (provide copy)
- Insurance: Proposer shall provide proof of its ability to procure and maintain insurance coverage at levels required in the Appendix C, Sample Contract, Paragraph 8.25 – Insurance Coverage.

7.8.12 Financial Capability (Section H)

Provide copies of the company's most current and prior two (2) fiscal years (for example, 2012 and 2013) financial statements. Statements should include the company's assets, liabilities and net worth and, at a minimum, should include the Balance Sheet, Statement of Income, and the Statement of Cash Flows. Depending on the nature of the entity (i.e., non-profit, governmental, etc.), the title of these statements may differ. For example, for a non-profit entity the Balance Sheet is referred to as the Statement of Financial Position. If audited statements are available, these should be submitted to meet this requirement. Do not submit Income Tax Returns to meet this requirement. Financial statements will be kept confidential if so stamped on each page.

7.9 Cost Proposal Format

The content and sequence of the proposal must be as follows:

- Cover Page identifying, at a minimum, the RFP and Proposer's name.

- Table of Contents
- Budget (Appendix D, Required Documents, Exhibit 11).
- Budget Narrative as defined in Sub-paragraph 7.9.1, below.

7.9.1 Budget Narrative: Proposer shall submit a detailed and comprehensive Budget Narrative. The Budget Narrative must:

7.9.1.1 Provide detailed and comprehensive budgeted costs that clearly describe how it shall contribute to the overall provision of services as described in Appendix A, Statement of Work.

7.9.1.2 Detail each budgeted item listed in Appendix D, Required Documents, Exhibit 11.

7.9.1.3 Follow the order listed in Appendix D, Required Documents, Exhibit 11.

7.9.1.4 Provide a formula for each line item budgeted.

7.9.2 Proposer shall identify all paid personnel, including sub-contractors by name (according to the staffing titles listed in Appendix A, Statement of Work, Paragraph 6.3, Project Manager and Paragraph 6.4, Personnel).

7.9.3 Proposer shall thoroughly describe and provide documentation on how all costs are determined and how budgeted items are reasonable, necessary, program related, and competitive to market rates.

7.9.4 Proposer shall provide a separate Indirect Cost Plan with its Cost Proposal if the Proposer utilizes indirect costs in its budget.

7.10 Firm Offer/Withdrawal of Proposal

Until the proposal submission deadline, errors in proposals may be corrected by a request in writing to withdraw the proposal and by submission of another set of proposals with the mistakes corrected. Corrections shall not be accepted once the deadline for submission of proposals has passed.

7.11 Proposal Submission

The original proposal and three (3) copies shall be enclosed in a sealed envelope or box, plainly marked in the upper left-hand corner with the name and address of Proposer and bear the words:

"FOR WIOAIS CONSULTANT RFP"

The proposal(s) shall be delivered or mailed to:

County of Los Angeles
Community & Senior Services
3175 West 6th Street, Room 403
Los Angeles, CA 90020-1708
Attention: Helen Kim, ASM II
Contracts Management Division
RE: WIOAIS CONSULTANT RFP Submission

It is the sole responsibility of the submitting Proposer to ensure that its proposal is received before the submission deadline. Submitting Proposers shall bear all risks associated with delays in delivery by any person or entity, including the U.S. Mail. Any proposals received after the scheduled closing date and time for receipt of proposals, as listed in Paragraph 7.2, RFP Timetable, shall not be accepted and returned to the sender unopened. Timely hand-delivered proposals are acceptable. No facsimile (fax) or electronic mail (e-mail) copies shall be accepted.

All proposals shall be firm offers and may not be withdrawn for a period of 270 days following the last day to submit proposals.

8.0 SELECTION PROCESS AND EVALUATION CRITERIA

8.1 Selection Process

The County reserves the sole right to judge the contents of the proposals submitted pursuant to this RFP and to review, evaluate and select the successful proposal(s). The selection process shall begin with receipt of the proposals on Thursday, January 7, 2016.

Evaluation of the proposals shall be made by an Evaluation Committee selected by the Department. The Committee shall evaluate the proposals and will use the evaluation approach described herein to select a prospective Contractor. All proposals shall be evaluated based on the criteria listed below. All proposals shall be scored and ranked in

numerical sequence from high to low. The County may also, at its option, invite Proposers being evaluated to make a verbal presentation or conduct site visits, if appropriate. The Evaluation Committee may utilize the services of appropriate experts to assist in this evaluation.

After a prospective Contractor has been selected, County and the prospective Contractor shall negotiate a Contract for submission to the Board of Supervisors for its consideration and possible approval. If a satisfactory Contract cannot be negotiated, County may, at its sole discretion, begin Contract negotiations with the next qualified Proposer who submitted a proposal, as determined by County.

The recommendation to award a Contract shall not bind the Board of Supervisors to award a Contract to the prospective Contractor.

The County retains the right to select a proposal other than the proposal receiving the highest number of points if County determines, in its sole discretion, another proposal is the most overall qualified, cost-effective, responsive, responsible and in the best interests of the County.

8.2 Adherence to Minimum Requirements (Pass/Fail)

County shall review Proposer's Organization Questionnaire/Affidavit - Exhibit 1 of Appendix D, Required Forms, and determine if Proposer meets the minimum requirements as outlined in Paragraph 3.0 of this RFP.

Failure of Proposer to comply with the minimum requirements may eliminate its proposal from any further consideration. County may elect to waive any informality in a proposal if the sum and substance of the proposal is present.

8.3 Disqualification Review

A proposal may be disqualified from consideration because the Department determined it was non-responsive at any time during the review/evaluation process. If a Department determines that a proposal is disqualified due to non-responsiveness, the Department shall notify Proposer in writing. Upon receipt of the written determination of non-responsiveness, Proposer may submit a written request for a Disqualification Review within the timeframe specified in the written determination.

A request for a Disqualification Review may, in the Department's sole discretion, be denied if the request does not satisfy all of the following criteria:

1. The person or entity requesting a Disqualification Review is a Proposer;
2. The request for a Disqualification Review is submitted timely (i.e., by the date and time specified in the written determination); and
3. The request for a Disqualification Review asserts that the Department's determination of disqualification due to non-responsiveness was erroneous (e.g. factual errors, etc.) and provides factual support on each ground asserted as well as copies of all documents and other material that support the assertions.

The Disqualification Review shall be completed and the determination shall be provided to the requesting Proposer, in writing, prior to the conclusion of the evaluation process.

Proposer can also be disqualified for non-responsibility – see Paragraph 5.8.

8.4 Business Proposal Evaluation and Criteria (6,000 Maximum Points) (60%)

Any reviews conducted during the evaluation of the proposal may result in a point reduction.

8.4.1 Proposer's Qualifications (900 Maximum Points) (15%)

8.4.1.1 Proposer's Background and Experience (600 Maximum Points): Proposer shall be evaluated on relevant background information that demonstrates that the Proposer meets the minimum requirement(s) stated in Paragraph 3.0 of this RFP and has the capability to perform the required services as a corporation or other entity to perform the required services based on information provided in Section B.1 of the proposal.

8.4.1.2 Prospective Contractor References (300 Maximum Points): Proposer shall be evaluated on the verification of references provided in Section B.2, Exhibit 2 of the proposal. In addition to the references provided, a review shall include the County's Contract Database and Contractor Alert Reporting Database (CARD), if applicable, reflecting past performance history on County or other contracts. The point deduction

methodology for the CARD review shall be based on the number of points received under the Contractor References section of this RFP. A percentage up to 100% may be deducted from the Contractor References depending on the number of CARD issues (active or resolved) that are discovered.

8.4.1.3 Prospective Contractor List of Terminated Contracts (75 Maximum Points Deducted): Proposer shall be evaluated on the listing of contracts terminated within the past five (5) years provided in Section B.2, Exhibit 4 of the proposal including any Contracts with Los Angeles County or any contract with any other public entity. The description shall include the Contract period, type of Services provided, dollar amount, location of other parties, and contact person's name, and title. Reason for termination may include, but is not limited to: expiration, non-compliance, loss of funding, and failure to complete a contract. The point deduction methodology for the listing of contracts terminated shall be based on the number of points received under the Contractor References section of this RFP. A percentage up to 100% may be deducted from the Contractor References depending on the number of terminated contracts for cause that are listed and verified.

8.4.1.4 Proposer's Pending Litigation and Judgment (75 Maximum Points Deducted): A review shall be conducted to determine the significance of any litigation or judgments pending against the Proposer as provided in Section B.3 of the proposal. This review shall result in point deductions depending on the relevance and severity of the pending litigation and judgments listed under this requirement.

8.4.2 Proposer's Approach to Providing Required Services (4,200 Maximum Points) (70%): Proposer shall be evaluated on its description of the methodology to be used to meet County's requirements based on information provided in Section C of the proposal.

8.4.2.1 Qualifications of Proposer's Personnel (900 Maximum Points): Proposer shall be evaluated on whether Proposer meets the mandatory staffing requirements outlined in Appendix A, Statement of

Work, Paragraph 6.3, Project Manager, and Paragraph 6.4, Personnel, pursuant to Paragraph 7.8.7.1 of this RFP.

8.4.2.2 Plan for Technical Assistance and Support (600 Maximum Points): Proposer shall be evaluated on Proposer's plan to provide support to the County in connection to the program implementation process such as developing and offering trainings and consultation, as necessary, and coordinate other efforts towards the implementation of the WIOA Title I IS Programs, pursuant to Paragraph 7.8.7.2 of this RFP.

8.4.2.3 Response to Requests and Inquiries (300 Maximum Points): Proposer shall be evaluated on Proposer's plan to respond to County WIOA program staff regarding any request from County for information or documents related to WIOA programs within 24 hours, pursuant to Paragraph 7.8.7.3 of this RFP.

8.4.2.4 Implementation Plan (2,400 Maximum Points): Proposer shall be evaluated on Proposer's plan to ensure all deliverables are met in order to achieve full implementation of the WIOA IS model as described below:

8.4.2.4.1 Training Manual of Standard Operating Procedures (295 points): Proposer will be evaluated on how the Proposer will work with WIOA program staff to develop a preliminary training manual of Standard Operating Procedures, as described in Appendix A, Statement of Work, Paragraph 10.1.1.3.1.

8.4.2.4.2 Develop Data-Driven Programmatic Measuring and Monitoring Structure (300 points): Proposer will be evaluated on how the Proposer plans to develop data-driven programmatic measuring and monitoring structure, as described in Appendix A, Statement of Work, Paragraph 10.1.1.3.2, including, but not limited to, how Proposer shall:

a. map customer flow process;

- b. define critical staff intervention points;
- c. define customer data entry points;
- d. define roles, responsibilities, and reporting requirements;
- e. provide input for the development of a customer flow digital-dashboard template to monitor customer progress and success rate.

8.4.2.4.3 Policy Review and Revision to Reflect IS Environment (250 points): Proposer will be evaluated on how the Proposer plans to review current policies and revise them to reflect IS' environment, as described in Appendix A, Statement of Work, Paragraph 10.1.1.3.3, including, but not limited to, how Proposer shall:

- a. develop functional supervision guidelines for each AJCC and Affiliate service provider similar to those provided by EDD;
- b. review current supportive service policies; training expenditure policies; Right-to-Work requirements; CalJobs/Virtual One-Stop data entry guidelines (timeliness, requirements for data entry, verification); complaint and grievance policies, escalation, and resolution protocols, and revise them according to the new IS model, as appropriate;
- c. identify program services required at each WIOA service provider site to ensure consistency in the provision of services by WIOA service providers;
- d. develop as needed policies and procedures for business services within the new IS model;
- e. develop and review policies and procedures for WIOA service providers' marketing, branding, and website content requirements.

8.4.2.4.4 Internal Capacity Building of County and EDD Staff and WIOA Service Provider Staff (330 points): Proposer will be evaluated on how the Proposer plans to provide internal capacity building of County and EDD staff and WIOA service providers, as described in Appendix A, Statement of Work, Paragraph 10.1.1.3.4, including, but not limited to, how Proposer shall:

- a. develop a process for customer flow and service elements;
- b. track customer service and partner performance in the new IS model, and identify areas of deficiency and strength to address any potential performance issues;
- c. provide quality control for programmatic compliance and monitoring in the new IS model, including Resource Sharing Agreements;
- d. develop fiscal monitoring procedures and tools to be used in the new IS model;
- e. develop Continuous Quality Improvement (CQI) feedback methods and criteria, including surveys for customer satisfaction;
- f. build service tools for County;
- g. develop training curriculum, materials, and offer 20 separate group training sessions to CSS staff that incorporate key information from each of the task listed in Paragraph 10.0 of the Statement of Work.

8.4.2.4.5 Ramp-up/Implementation Planning (130 points): Proposer will be evaluated on how the Proposer plans to develop guidelines for the ramp-up and implementation of IS' model, as described in Appendix A, Statement of

Work, Paragraph 10.1.1.3.5, including, but not limited to, how Proposer shall:

- a. disseminate information about new sites, locations, operators, and service delivery designs;
- b. identify facilities and necessary infrastructure for service delivery;
- c. develop and provide implementation guidelines based on the co-developed new IS model, implemented by EDD, functional job descriptions and functional supervision job descriptions for the “Welcome,” “Skills Development,” and “Job Getting” Teams for AJCC, EDD, and WIOA program and partner staff; develop and provide implementation guidelines to measure and monitor program performance.

8.4.2.4.6 External Capacity Building with Successful WIOA Service Providers and EDD (385 points): Proposer will be evaluated on the Proposer’s plan to provide external capacity building with successful WIOA service providers and EDD, as described in Appendix A, Statement of Work, Paragraph 10.1.1.3.6, including, but not limited to, how Proposer shall:

- a. conduct functional trainings under different IS model scenarios to new WIOA service providers and EDD;
- b. develop process for mapping a customer’s path throughout system from point of program entry to exit, and provide the basis for customer path training to be used by County, EDD, and WIOA service providers’ staff;
- c. provide a customer data entry point process and collaboration methods

- between WIOA service providers and EDD;
- d. track customer, service, and partner performance in the new IS model and identify areas of deficiency and strength in order to address potential performance issues;
- e. analyze Career Services in the new IS model to identify each activity's performance;
- f. provide cross training of Wagner Peyser, WIOA, and workforce services to new WIOA service providers and EDD;
- g. assist in the provision of CalJobs training to WIOA service providers and EDD.

8.4.2.4.7 Implementation of IS Model (180 points): Proposer will be evaluated on how the Proposer plans on fully implementing the IS model, as described in Appendix A, Statement of Work, Paragraph 10.1.1.3.7, including, but not limited to, how Proposer shall:

- a. test the functionality and efficacy of the new IS model before implementation of the new system based on, but not limited to, customer services tools referenced in Paragraph 10.1.1.3.4.9;
- b. provide a detailed IS model implementation timeline three months from the date of contract execution;
- c. develop a regional monitoring and communication plan to streamline communication among WIOA service providers and to share best practices.

8.4.2.4.8 Professionalization of WIOA Service Provider's Staff (150 points): Proposer will be evaluated on how the proposer plans to provide professionalization of

WIOA service provider's staff, as described in Appendix A, Statement of Work, Paragraph 10.1.1.3.8, including, but not limited to, how Proposer shall:

- a. develop competencies for WIOA service providers' staff, including but not limited to, administration and management of WIOA program services, skills, and employment requirements;
- b. identify and develop a credential program for WIOA service providers' staff;
- c. develop an implementation plan for beginning a credential program to include set expectations, goals, and objectives for individuals.

8.4.2.4.9 IS Model Implementation Evaluation and Recommendations (180 points): Proposer will be evaluated on how the Proposer plans to qualitatively and quantitatively evaluate the implementation of the IS model, as described in Appendix A, Statement of Work, Paragraph 10.1.1.3.9.

8.4.2.4.10 Marketing Plan for WIOA Service Providers (200 points): Proposer will be evaluated on how the Proposer plans to develop a marketing plan for WIOA Service Providers for advertisement, as described in Appendix A, Statement of Work, Paragraph 10.1.1.3.10.

8.4.3 Quality Control Plan (900 Maximum Points) (15%)

Proposer shall be evaluated on its proposed Quality Control Plan to ensure the requirements of this Contract are provided as specified.

Evaluation of the Quality Control Plan shall cover the proposed monitoring system of all services listed on the Performance Requirements Summary (PRS) Chart, Exhibit 2 in Appendix B, Statement of Work Exhibits, and Exhibit W in Appendix C, Sample

Contract based on the information provided in Section D of the proposal.

8.4.4 Exceptions to Terms and Conditions of Sample Contract and/or Requirements of the Statement of Work (1,200 Maximum Points Deducted)

Proposer shall be evaluated on their willingness to accept the Terms and Conditions outlined in the Sample Contract, Appendix C, and the Requirements of the Statement of Work outlined in the Statement of Work, Appendix A as stated in Section F of the proposal. County may deduct rating points or disqualify the proposal in its entirety if exceptions are made to the proposal.

Proposers are further notified that County may, in its sole determination, disqualify any Proposer with whom County cannot satisfactorily negotiate a Contract.

8.5 Cost Proposal Evaluation Criteria (4,000 Maximum Points) (40%)

8.5.1 Budget Narrative (2,400 Maximum Points) (60%): Proposer's cost shall be evaluated on budgeted costs and how budgeted costs shall contribute to the overall provision of Services compared to the Scope of Work as described in Paragraph 2.0, Purpose/Agreement for WIOA Consulting Services, of this RFP. Proposer must provide documentation that supports each cost/budgeted line item on Appendix D, Required Documents, Exhibit 11, as well as justify any other expense that contributes to the overall provision of Services. Such documentation must provide a basis for each estimate given (e.g., verifiable market rates or quotes, catalog of prices, etc.) and must justify how the costs are reasonable, necessary, program related, and competitive to market rates.

8.5.2 Price Analysis (1,600 Maximum Points) (40%): Proposer shall be evaluated on its total price compared to the lowest proposed total price submitted in response to this RFP.

The maximum number of possible points shall be awarded to the lowest cost proposal. All other proposals shall be compared to the lowest cost and points awarded accordingly.

However, should one or more of the Proposers request and be granted the Local SBE Preference, Transitional Job Opportunities Preference or the Disabled Veteran Business Enterprise

Preference the cost component points shall be determined as follows:

Local SBE Preference: Eight percent (8%) of the lowest cost proposed shall be calculated, which shall not exceed \$50,000, and that amount shall be deducted from the Cost submitted by all Local SBE Proposers who requested and were granted the Local SBE Preference.

Transitional Job Opportunities Preference: Eight percent (8%) of the lowest cost proposed shall be calculated and that amount shall be deducted from the Cost submitted by all Proposers who requested and were granted the Transitional Job Opportunities Preference.

Disabled Veteran Business Enterprise Preference: Eight percent (8%) of the lowest cost proposed shall be calculated and that amount shall be deducted from the Cost submitted by all Proposers who requested and were granted the Disabled Veteran Business Enterprise Preference up to the maximum of \$50,000.

In no case shall any Preference be combined to exceed eight percent (8%) in response to any County solicitation.

8.6 INTENTIONALLY OMITTED

8.7 Department's Proposed Contractor Selection Review

8.7.1 Departmental Debriefing Process

Upon completion of the evaluation, the Department shall notify the remaining Proposers in writing that the Department is entering negotiations with another Proposer. Upon receipt of the letter, any non-selected Proposer may submit a written request for a Debriefing within the timeframe specified in the letter.

A request for a Debriefing may, in the Department's sole discretion, be denied if the request is not received within the specified timeframe.

The purpose of the Debriefing is to compare the requesting Proposer's response to the solicitation document with the evaluation document. The requesting Proposer shall be debriefed only on its response. Because Contract negotiations are not yet complete, responses from other Proposers shall not be

discussed, although the Department may inform the requesting Proposer of its relative ranking.

During or following the Debriefing, the Department shall instruct the requesting Proposer of the manner and timeframe in which the requesting Proposer must notify the Department of its intent to request a Proposed Contractor Selection Review (see Paragraph 8.7.2 below), if the requesting Proposer is not satisfied with the results of the Debriefing.

8.7.2 Proposed Contractor Selection Review

Any Proposer that has timely submitted a notice of its intent to request a Proposed Contractor Selection Review as described in this Section may submit a written request for a Proposed Contractor Selection Review, in the manner and timeframe as shall be specified by the Department.

A request for a Proposed Contractor Selection Review may, in the Department's sole discretion, be denied if the request does not satisfy all of the following criteria:

1. The person or entity requesting a Proposed Contractor Selection Review is a Proposer;
2. The request for a Proposed Contractor Selection Review is submitted timely (i.e., by the date and time specified by the Department);
3. The person or entity requesting a Proposed Contractor Selection Review asserts in appropriate detail with factual reasons one or more of the following grounds for review:
 - a. The Department materially failed to follow procedures specified in its solicitation document. This includes:
 - i. Failure to correctly apply the standards for reviewing the proposal format requirements.
 - i. Failure to correctly apply the standards, and/or follow the prescribed methods, for evaluating the proposals as specified in the solicitation document.

- iii. Use of evaluation criteria that were different from the evaluation criteria disclosed in the solicitation document.
 - b. The Department made identifiable mathematical or other errors in evaluating proposals, resulting in the Proposer receiving an incorrect score and not being selected as the recommended Contractor.
 - c. A member of the Evaluation Committee demonstrated bias in the conduct of the evaluation.
 - d. Another basis for review as provided by state or federal law; and
4. The request for a Proposed Contractor Selection Review sets forth sufficient detail to demonstrate that, but for the Department's alleged failure, the Proposer would have been the lowest cost, responsive and responsible bid or the highest-scored proposal, as the case may be.

Upon completing the Proposed Contractor Selection Review, the Department representative shall issue a written decision to the Proposer within a reasonable time following receipt of the request for a Proposed Contractor Selection Review, and always before the date the Contract award recommendation is to be heard by the Board. The written decision shall additionally instruct the Proposer of the manner and timeframe for requesting a County Independent Review. (see Paragraph 8.8 below)

8.8 County Independent Review Process

Any Proposer that is not satisfied with the results of the Proposed Contractor Selection Review may submit a written request for a County Independent Review in the manner and timeframe specified by the Department in the Department's written decision regarding the Proposed Contractor Selection Review.

A request for County Independent Review may, in the County's sole discretion, be denied if the request does not satisfy all of the following criteria:

- 1. The person or entity requesting a County Independent Review is a Proposer;

2. The request for a County Independent Review is submitted timely (i.e., by the date and time specified by the Department); and
3. The person or entity requesting review by a County Independent Review has limited the request to items raised in the Proposed Contractor Selection Review and new items that (a) arise from the Department's written decision and (b) are one of the appropriate grounds for requesting a Proposed Contractor Selection Review as listed in Paragraph 8.7.2 above.

Upon completion of the County Independent Review, Internal Services Department will forward the report to the Department, which will provide a copy to the Proposer.